

ABSTRACT

The present invention describes an interactive method for assisting in the management of a service provider having at least one manager, at least one employee and at least one service evaluator wherein the at least one service evaluator contacts for assessing the performance of the at least one employee. The evaluation processor obtains evaluation data and a unique service evaluator identifier from the service evaluator, and evaluation processor obtains the unique service evaluator identifier from the service provider. The evaluation processor then provides correlated information from the evaluation data to the manager whereby the manager may evaluate the service provided by the at least one employee to the at least one service evaluator. The correlated information may cause the generation of various information, including business strategies and recommendations to aid in the management of the business.